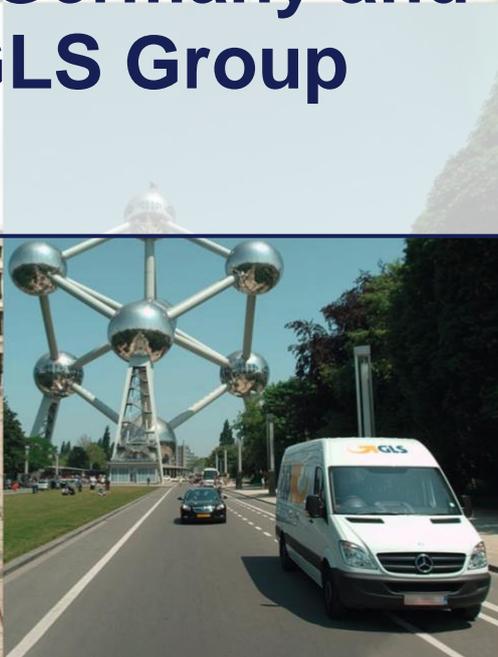




GLS Germany and the GLS Group

Press Kit



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GLS Germany – service at top level

Worth knowing

About one of the leading parcel and express service providers in Germany

- Major activity: national and international **parcel service**.
- Road-based system with **regular transit times** of less than 24 hours within Germany and 24-96 hours Europe-wide.
- **66 depots** throughout Germany, central and European hub in Neuenstein/Hessen.
- Separate **express network** via subsidiary DER KURIER.
- Over 5,500 GLS **ParcelShops** throughout Germany.
- Since October 2019 GLS Germany has been transported all parcels in a climate-neutral way. More information [GLS Newsroom | KlimaProtect](#)
- Recipients can give GLS written permission for contactless delivery. You can download the drop off permission [here](#).



More Information:

gls-group.com/DE/de/home

<https://www.gls-newsroom.de/DE>

GLS Germany at a glance

The company

Head Office	General Logistics Systems Germany GmbH & Co. OHG (GLS Germany) GLS Germany-Straße 1 – 7 36286 Neuenstein, Deutschland
Portfolio	Parcel and Express
Foundation	1989 as cooperation of 25 medium-sized freight forwarders under the name of German Parcel.
Management Board	Dr Karl Pfaff was named Chairman of the GLS Germany Management Board on 25 June 2020.

Company data 2018/2019



1 central transshipment point



66 depots



17 regional transshipment points



Approx. **6,000** vehicles

Portrait of the GLS Group

General Logistics Systems B.V. (GLS) provides reliable, high-quality parcel services, complemented by express and logistics solutions. As such, GLS helps to ensure that shelves stay fully stocked, that manufacturers get the production components they need and that online shoppers receive their orders. Service quality and the needs of senders and recipients take centre stage in this regard.

In the 2019/2020 financial year, the GLS Group transported 667 million parcels, generating a turnover of 3.6 billion euro. GLS counts approx. 19,000 employees and every day around 28,000 delivery vehicles and about 4,000 long distance trucks are on route for GLS. More than 240,000 customers put their trust in the company's services.

Core market of Europe

GLS is one of Europe's leading parcel delivery companies and operates one of the largest road-based networks. The Group serves the majority of European countries and territories with its own companies, which operate dense and efficient national networks. Other countries are covered by reliable partners.

International shipping is one of the key strengths of GLS, with precisely coordinated long-distance services connecting the GLS transshipment centres. State-of-the-art technology enables rapid and reliable parcel sorting. Standardised processes and quality assurance systems, coupled with a shared IT infrastructure, facilitate reliable transport.

Growth in North America

GLS entered the North American market in 2016 by acquiring the regional next day parcel delivery company GSO. The purchase of LTL provider Mountain Valley Express (MVE) followed in 2019. The GLS Group is present in eight US states and covers the West Coast. In 2018, GLS acquired the Canadian parcel delivery company Dicom Canada that operates its own network in the economically strong provinces of Ontario and Quebec. The company also offers pan-Canadian logistics services through its partner organisations.

Solutions for senders and recipients

The Group focuses on the B2B (business-to-business) segment. GLS also offers premium B2C (business-to-consumer) services, reflecting the increasing significance of the e-commerce sector for business customers. Across Europe, 2C parcels account for about 40 per cent of parcels in the GLS system, with this figure considerably higher in some countries.

The Group's 2C solutions include the *FlexDeliveryService*, which offers parcel recipients a range of delivery options – including for international consignments between 22 countries.

GLS ParcelShops, where small firms and private individuals can hand in parcels for dispatch, play a key role in this regard. They also serve as alternative delivery addresses, where recipients can collect their goods quickly and reliably, even if no one is at home at the time of delivery. The GLS ParcelShop network now spans some 25,000 dispatch and collection points in 15 European countries.

Urban logistics and sustainability

The number of parcels sent is increasing all the time, not least due to the thriving online retail sector. What's more, urbanisation is continuing apace, with many cities facing problems such as congested roads, noise and high pollution levels. GLS is working on ways to ease the strain on urban infrastructure and reduce emissions on the last mile.

Since 1 October 2019, GLS has been implementing the GLS KlimaProtect programme – in the process, all emissions caused by parcel transport from Germany and its own business activities in Germany are offset.

GLS KlimaProtect is based on two pillars: reduction & avoidance and compensation. The emissions generated by the parcel transport and our business activities are offset by a certified reforestation project (VCS/CCB standard) via the organisation PRIMAKLIMA e.V. GLS also continues to invest in measures to reduce and avoid emissions. In addition to the use of 100 percent sustainable electricity, GLS is expanding its fleet of e-vehicles, investing in additional charging infrastructure and promoting emission-free delivery in city centres.

Electric vehicles – such as eBikes, eVans and eScooters – are being deployed in more and more countries. The loading capacities and ranges of these vehicles are limited. They start their routes at depots located near city centres or at micro depots set up specially by GLS, for example in ParcelShops. There, the electric vehicles can pick up parcels several times a day if necessary. GLS works closely with cities and local authorities when it comes to putting these kinds of green delivery systems into practice.



More information:
<https://gls-group.com/DE/en/home>

More about GLS and corporate sustainability on page 13

The GLS Group at a glance

The company

Head Office	GLS – General Logistics Systems B.V. Breguetlaan 28-30 1438 OUDE MEER (near Amsterdam) NETHERLANDS
Portfolio	Parcel, Express and Logistics
Foundation	1999

Company data 2019/2020

 Turnover 3.6 bn. €	 about 1,400 depots and agencies
 Volume 667 m. parcels	 Employees about 19,000
 Customers over 240,000	 Delivery vehicles about 28,000
 about 70 central and regional transshipment points	 Long-distance trucks about 4,000

Management Board



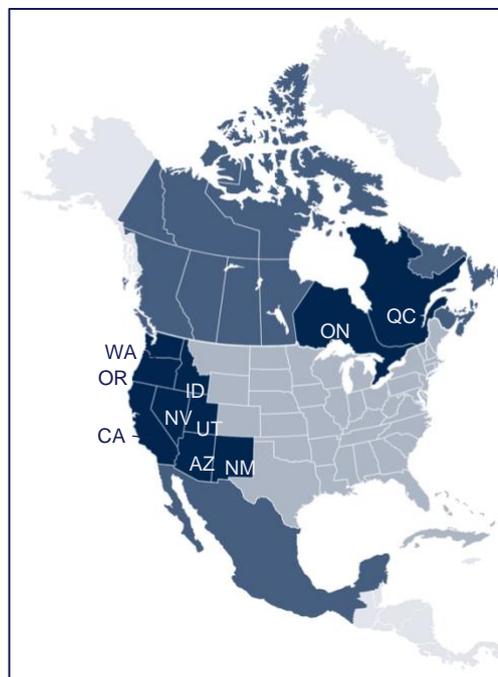
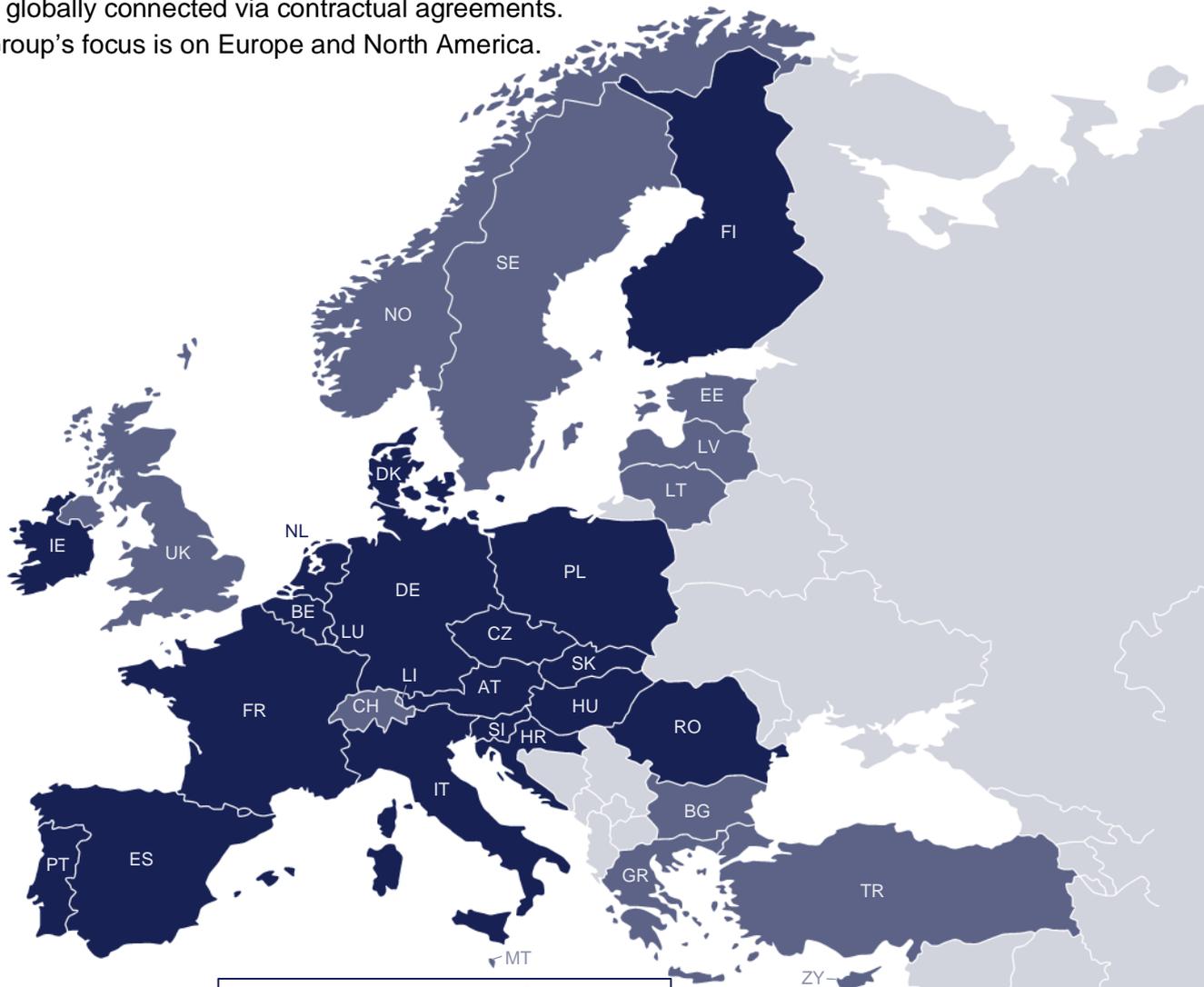
Martin Seidenberg
Chief Executive Officer



Thorsten Pruin
Chief Financial Officer

International presence

With its subsidiaries and partner companies, the GLS Group covers 40 countries and is globally connected via contractual agreements. The Group's focus is on Europe and North America.



GLS companies and partners

GLS subsidiaries

- GLS Austria
- GLS Belgium¹
- GLS Croatia
- GLS Czech Republic
- GLS Denmark
- GLS Finland
- GLS France²
- GLS Germany
- GLS Hungary
- GLS Ireland
- GLS Italy³
- GLS Netherlands
- GLS Poland
- GLS Portugal
- GLS Romania
- GLS Slovakia
- GLS Slovenia
- GLS Spain⁴
- DER KURIER (Germany)

- GLS US
(Arizona, California, Idaho, Nevada, New Mexico, Oregon, Utah, Washington)
- GLS Canada

Partners in Europe

- ACS – Air Courier Service
(Greece and Cyprus)
- Global Parcels Ltd. (Malta)
- Interlogistica Ltd. (Bulgaria)
- Itella Logistics
(Lithuania, Latvia and Estonia)
- MNG Kargo (Turkey)
- Post CH
(Switzerland and Liechtenstein)
- Posten Norge (Norway)
- Parcelforce Worldwide
(United Kingdom)
- Schenker (Sweden)

Global partners

- Gati Ltd. (India)
- Estafeta (Mexico)

¹ incl. Luxembourg

² incl. Monaco

³ incl. San Marino und Vatican City

⁴ incl. Andorra

History

The GLS Group was established at the end of 1999 from German Parcel, a network of German freight forwarders. Within a few years, GLS built up a European parcel network, which today is one of the largest on the continent. In 2016, GLS started a focused geographic expansion in North America.

Milestones

2020

- Martin Seidenberg becomes new CEO of the GLS Group.
- The GLS Group is awarded with Silver status from EcoVadis for the second time.

2019

- Mexico: Estafeta becomes a GLS network partner.
- USA: GLS acquires LTL services provider Mountain Valley Express (MVE); GSO changes name to General Logistics Systems US (GLS US).

2018

- Spain: GLS acquires parcel and express service provider Redyser Transporte.
- Rico Back, between 1999 and 2018 CEO of the GLS Group, is appointed CEO of the Royal Mail Group.
- James Rietkerk is named CEO of the GLS Group, Thorsten Pruin is appointed as CFO.
- Canada: GLS acquires parcel service Dicom Canada.

2017

- EcoVadis certification of the GLS Group's sustainability management system. The Group receives silver status in 2018.
- USA: GLS acquires overnight parcel delivery service Postal Express.
- GLS Group invests 100 million euros in its European network.

2016

- Spain: GLS acquires Spanish express parcel delivery company ASM.
- USA: GLS buys Californian-based parcel service GSO.

2014

- GLS publishes its first sustainability report containing information about environmental activities and social commitment. More reports follow in 2016 and 2018.

2013

- Croatia: GLS sets up its own company with country-wide service.
- Group-wide certification completed for the quality management system (ISO 9001) and for the environmental management system (ISO 14001)

2008

- Start of ThinkGreen initiative to strengthen activities for environmental protection.

2007

- Romania: GLS sets up its own company with country-wide service.

2006

- Belgium: GLS acquires the freight and parcel service provider ABX Belgium Distribution.

2005

- Czech Republic: GLS sets up its own company with country-wide service.

2004

- Slovakia: GLS sets up its own company with country-wide service.

2003

- GLS introduces a uniform quality management system in Europe.

2002

- Implementation of the uniform GLS branding in Europe and change of name of numerous subsidiaries to GLS

2001

- Poland: GLS acquires shares in Szybka Paczka Spółka and enters the Polish parcel market.
- Finland: GLS acquires General Parcel Finland.

2000

- Acquisitions and start of activities in Austria, Denmark, France, Belgium, Spain, Italy, Slovenia and the Netherlands.

1999

- Foundation of General Logistics Systems B.V. (GLS) as subsidiary of Britain's Royal Mail Group
- Setup and/or extension of company activities in Germany, Hungary and Ireland

Thinking and acting sustainably

As a pan-European, leading parcel logistics company, the GLS Group is aware of its responsibility for people, the environment and society. GLS understands sustainability in its entirety – including the environmental, social and economic aspects of social responsibility.

This means providing excellence in parcel logistics for customers and job-security for employees, both going hand in hand.

It is the Group's objective to achieve sustainable economic success in accordance with the protection of the environment for future generations. The Group's sustainability measures concern all areas of the company. The concrete meaning of sustainability for GLS is:



- Use of low-emission, climate-friendly vehicles
- New GLS depots considering ecological aspects, modernising existing facilities to be more environmentally friendly
- Lowering resource consumption, e.g. fuel and electricity



- Commitment for apprenticeship and further training of employees
- Long-term trustful partnership with subcontractors and their delivery drivers
- Commitment for society through the support of social projects
- Culture and sports sponsorship

Life-cycle assessment and environmental certification

Since 2008/2009, data on emissions, vehicles, resource consumption and waste disposal has been gathered in a group-wide environmental performance assessment. GLS records and monitors its progress in environmental protection on a regular basis. Environmental representatives within the GLS subsidiaries support the data collection regarding the Eco Footprint and promote best practice and exchange of ideas. The environmental management systems of all European GLS companies are certified to the ISO 14001:2015 standard, which helps implementing the measures drawn up as part of the ThinkGreen initiative and achieve the set goals.

Sustainability Reports

Every two years, GLS publishes a detailed sustainability report based on the international standards of the Global Reporting Initiative (GRI). It contains key figures of the GLS eco-balance and provides information on the areas ThinkGLS, ThinkResponsible and ThinkQuality.

GLS provides a comprehensive overview of the activities regarding, for instance, customers and recipients, transport partners, quality, compliance and data protection. Alternating with these reports, GLS has been publishing year-relevant information as an update since 2018. Among other subjects, the updates describe GLS' progress in city logistics and environmentally friendly parcel logistics.



The reports and further information on sustainability at GLS can be found here:
<https://gls-group.com/DE/en/about-us/sustainability>

Photos and videos

Photos, logos and videos are available in the GLS [Newsroom](#)

Annex

GLS Germany – Products and Services

Products as our basic offer can optionally be combined with services. All services are available in Germany and in traffic with the indicated countries.

Products

BusinessParcel

Nation-wide parcel dispatch door-to-door in less than 24 hours, max. weight 40 kg.

EuroBusinessParcel

Europe-wide parcel dispatch in regular transit times of 24 - 96 hours, max. weight 40 kg.

BusinessSmallParcel | *EuroBusinessSmallParcel*

Separate sorting and transport for small, delicate goods (max. 3 kg).

ExpressParcel | *EuroExpressParcel*

Guaranteed delivery by close of business on the following (internationally: on the indicated) working day. According to requirements and destination *TimeDefiniteServices* for time-definite delivery by 8, 9, 10 or 12 o'clock or on Saturdays can be combined.

GlobalExpressParcel

Worldwide dispatch, reaching the most important business centers within 2 to 5 days.

Services

Delivery services

CashService – Cash on delivery

GLS delivers parcels against cash payment and arranges money transfer.

- Also for dispatch to Austria and Poland

ConsignmentService – Consolidated dispatch to a single recipient

GLS bundles multiple parcels in a single dispatch and in case of incomplete dispatches, GLS delivers the parcels after one day of parcel storage.

DeliveryAtWorkService – Delivery at the workplace

Delivery at the recipient's workplace directly in the named department, station etc.

DepositService – Depositing parcels on demand

The consignor gives GLS the permission to deposit the parcel whereupon it will be deposited at the indicated place.

FlexDeliveryService – Flexible delivery options

When dispatch starts the consignee gets information about the expected delivery time, now having the chance to choose a new delivery option online.

- Also for dispatch to: Austria, Belgium, Bulgaria, Croatia, Czech Republic, Denmark, Finland, France, Great Britain, Greece, Hungary, Ireland, Italy, Luxembourg, the Netherlands, Norway, Poland, Portugal, Romania, Spain, Slovakia and Slovenia.

Guaranteed24Service – Guaranteed delivery on the next working day

Service available as upgrade for *BusinessParcel*.

IdentService – Delivery with proof of identity

The parcel is only handed over to a consignee who is able to verify his identity doubtlessly. Incl. return of documents signed by the recipient to the shipper.

IdentPINService – Identification by PIN

The parcel is handed over to the consignee upon entry of the correct PIN only.

LetterboxService – Consignments directly into the letterbox

GLS delivers small consignments, for which no signature of the recipient is required, directly into the postbox.

ShopDeliveryService – Delivery to a GLS ParcelShop

When placing an order, consignees select a GLS ParcelShop as their direct delivery address.

- Also for dispatch to: Austria, Belgium, Denmark and Poland.

Return services

*Exchange***Service** – Delivery and exchange at one go

Defective devices are picked up, their replacements being delivered at the same time.

*Intercompany***Service** – Returns within branches

Parcels are always picked up when the branch is also supplied with new merchandise.

*Pick&Return***Service** – Return to shipper's own address

GLS picks up parcels at any address and returns them to the customer.

- For dispatch across Europe.

*Pick&Ship***Service** – Pickup and new delivery

GLS picks up parcels at any address and delivers them at the desired address.

- For dispatch across Europe.

*ShopReturn***Service** – Return via GLS ParcelShop

With an individual return label the consignee can return the parcel to the shipper using any GLS ParcelShop.

- Also for dispatch to: Austria, Belgium, Denmark, Ireland, Luxembourg and Poland.

Additional services

*eDeclaration***Service** – Electronic export declaration

GLS Germany provides the export declaration which is required for parcel dispatch to EFTA and third countries when exceeding a merchandise value of €1,000.

*HazardousGoods***Service** – Shipping of dangerous goods

Experts in the GLS depots are happy to advise about the safe shipment of hazardous goods.

*Pharma***Service** – dispatch of non-temperature-sensitive pharmaceuticals

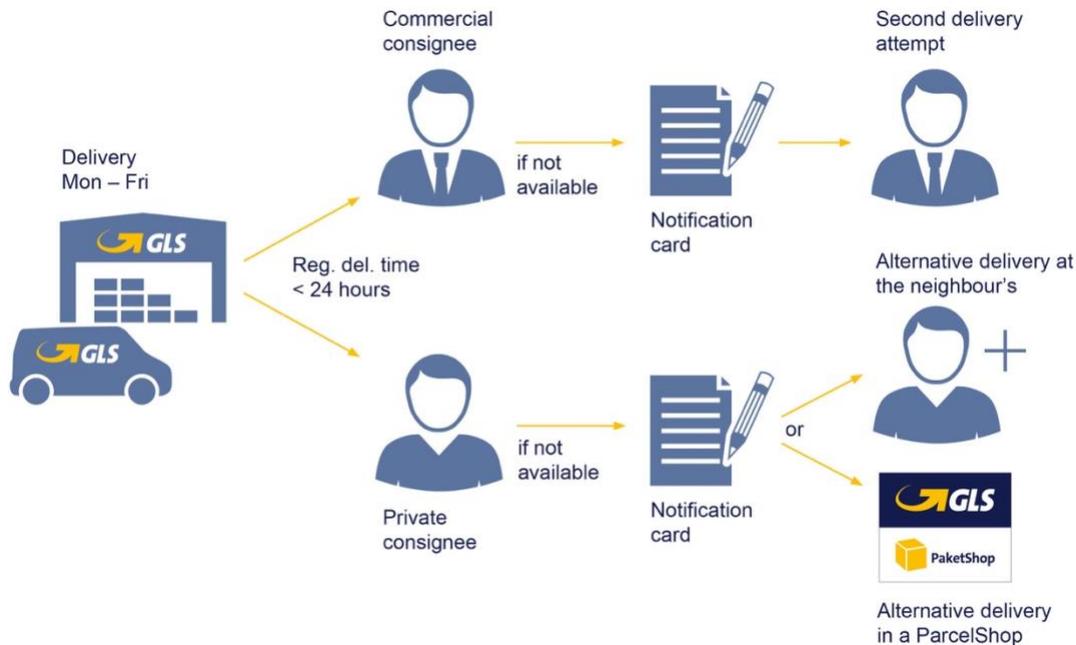
GDP-compliant pharma dispatch: GLS ships non-temperature-sensitive pharmaceuticals and medical products. The necessary quality standards are guaranteed along the entire delivery chain.

*Pharma***Service Plus** – dispatch of temperature-sensitive pharmaceuticals

GDP-compliant delivery of goods which are so called passively temperature-controlled pharmaceuticals and ambient goods not requiring any temperature control. This is ensured through the provision of goods tested in thermal packaging as well as the guaranteed delivery time within 24 hours, with the *Guaranteed24***Service**.

Further service features in a nutshell

Parcel delivery



Delivery is made in less than 24 hours regular delivery time, from Monday to Friday during normal business hours. If GLS doesn't meet the recipient for the first time, a second delivery attempt follows (commercial consignees) or a direct alternative delivery at the neighbour's or in a GLS ParcelShop (private consignees).

Upon **alternative delivery** GLS leaves a notification card containing all important information in the recipient's letter box. With the Track ID on the card or with the parcel number consignees can track their shipment (online, via GLS App or SMS) or – in case the driver has taken the parcel back to the GLS depot – redirect it online. Several options are available for this **order modification**:

- Re-delivery at a preferred day
- Delivery at an alternative address
- Delivery in a GLS ParcelShop
- Specify place of delivery
- Have the parcel returned to the consignor
- Collection from a GLS depot
- Delivery in the evening (between 5.30 and 10 p.m.) or on Saturdays (between 8 a.m. and 5 p.m.). This option is presently available in numerous zip code areas of Berlin, Bonn, Cologne, Dortmund, Düsseldorf, Frankfurt, Hamburg, Hannover, Leipzig, Munich und Nuremberg.

Contactless delivery

In order to completely avoid a physical encounter with the delivery driver, parcel recipients can give GLS written permission for contactless delivery. The driver deposits the parcel in a place that is precisely defined by the recipient and accessible to him. The drop-off permission can be downloaded at <https://kontaktlose-zustellung.gls-one.de/english/>.

GLS **SameDay**: Parcel delivery the same evening

The consignee chooses **GLS SameDay** when ordering online. GLS delivers the parcel the same evening between 5.30 and 10 p.m., if the goods are ready for pickup on time at the shipper and the delivery address is within the agreed zip code area. GLS Germany processes the same day delivery completely in its own network.

Currently **GLS SameDay** is bookable in 11 metropolitan areas: Nuremberg, Dusseldorf, Cologne/Bonn, Berlin, Dortmund, Hamburg, Hannover, Frankfurt, Munich and Stuttgart. It is planned to extend the service to further cities.

Liability exceeding the statutory rule

GLS Germany is liable up to the merchandise value of the shipped goods, max. up to €750 per parcel. Increased liability (max. up to €5,000) is possible on demand.

Real-time track & trace

Shippers and recipients can track their parcels at any time online via gls-group.eu – in real-time, thanks to direct parcel data transmission. By entering their individual password, shippers receive additional, individualised customer and shipment information including the consignee's signature.



The GLS ParcelShops – gls-paketshop.de

Over 5,500 GLS ParcelShops in Germany offer services for private and small commercial customers:

- Accepting parcels for dispatch in Germany and the EU.
- Alternative delivery address, when recipients are not available at home.
- **ShopReturnService**: Accepting return shipments with prepared parcel label.
- **ShopDeliveryService**: Accepting and handing out parcels that have been delivered directly to a ParcelShop on customer demand.

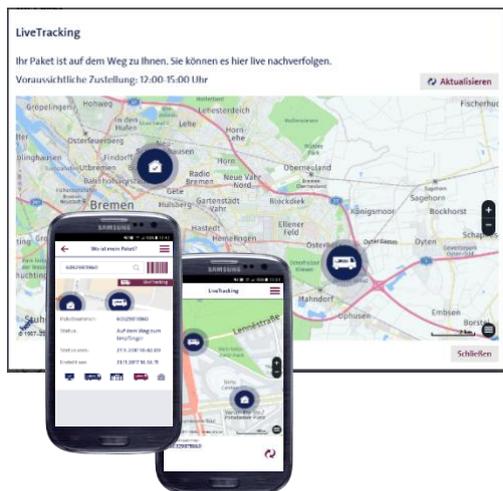
The nearest ParcelShop can be found online by entering the zip code.



Modern IT solutions and online tools

Optimising dispatch for shippers and consignees, such as:

- **IT dispatch systems** for regular and occasional shippers, to be adapted according to shippers' demands.
- **GLS App**, accompanying parcel dispatch and reception via Smartphone. Latest function: the paperless "Mobile GLS parcel label".
- Convenient solutions for **online returns** enable easy handling of return shipments for senders and recipients.



- **LiveTracking**, which enables recipients to spot their parcels' current position in the GLS App or in GLS-ONE, the web portal for private customers. Large icons on the map show the position of the delivery vehicle and the consignee address.

Security from pick up until delivery

- Parcels are being scanned at every interface and accompanied by continuous video surveillance in all depots.
- Regular internal audits ensure adherence to security measures.
- The damage and loss ratio is very small (only 0.01 percent).